

From: DPA EIS Helpdesk
Sent: Friday, November 30, 2001 10:28 AM
To: ALL DPA Statewide Staff
Subject: URGENT Reminder on Changing Benefits

Broadcast to All Staff from Systems Operations

Prospective budgeting has changed the process for authorizing benefits on EIS. Several food stamp overpayments have been reported because the proper method was not followed.

If you go to the TAPD or FSAD screen but do not re-type the PCN and press <ENTER>, the system does not update and the benefit does not change.

Since October, caseworkers must enter their PCNs on the TAPD or FSAD screen and press <ENTER> before EIS updates the change.

If you are on the TAPD or the FSAD screen and you want to change the benefit, and it has a numeric PCN or MASS or ROLL in the PCN field, you must re-type your PCN on the screen and press <ENTER>. Check the TABH or FSBH benefit history screens to ensure the change took place.

If you have system related questions, contact the Help Desk at DPA EIS Helpdesk or EISHelpdesk@health.state.ak.us. Please send Food Stamp policy questions to Joan Chase at Joan_Chase @health.state.ak.us.